



Congressman

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Ohio's 10th Congressional District

<http://www.house.gov/kucinich>

(Revised 10/5/10)

TIPS ON UTILITY ASSISTANCE PROGRAMS

WINTER RECONNECT ORDER Any household with a private electric and/or natural gas disconnection between October 18, 2010 and April 15, 2011 is eligible for reconnection by paying a maximum of \$175 toward their outstanding balance and a maximum reconnection fee of \$36. A payment plan must be setup with the utility.

HEAP The Home Energy Assistance Program is a federally-funded, state administered program which applies a one-time per winter heating credit to household utility bills between November 1st and March 31st. To qualify for HEAP, household income must be at or below 200% of the Federal Poverty Level (FPL). These levels can be found on the Ohio "Energy Assistance Program Application." Applications can be obtained online at <http://energyhelp.ohio.gov> or by calling the Ohio Department of Development at 1-800-282-0880. To receive help in completing an application, call 216-518-4014 to schedule an appointment or 216-774-2354 for a home visit if homebound or handicapped.

E-HEAP / WCP Emergency HEAP (a.k.a. Winter Crisis Program) is a special part of HEAP for households with a disconnection or disconnection notice between November 1st and March 31st. The eligibility is otherwise the same as HEAP. To apply, call the 24-hour line at **216-518-4014** to schedule an appointment at one of the participating agencies or 216-774-2354 for a home visit if homebound or handicapped. Scheduling the appointment will immediately stop the disconnection process until five days after your appointment date. If you qualify for the program but cannot afford the maximum \$175 payment towards your bill and the maximum \$36 reconnection fee, ask about assistance at your appointment.

The following local agencies accept "walk-in" visits (without appointment) daily at 8:30 AM:

CEOGC 1228 Euclid Ave, Ste 700, Cleveland	(216-696-9077)	(50 person limit)
Cleveland Housing Network 2999 Payne Ave, Cleveland	(216-574-7100)	(50 person limit Nov. 1 st -5 th ONLY)
Merrick House 3167 Fulton Ave, Cleveland	(216-281-4212)	(10 person limit)
Bellaire Puritas Development Corporation 14703 Puritas Ave, Cleveland	(216-671-2710)	(10 person limit)
Slavic Village Development 5620 Broadway Ave, Cleveland	(216-429-1182)	(10 person limit)

PIPP Plus The Percentage of Income Payment Plan Plus establishes a monthly payment amount for electric and/or natural gas utilities which is no more than 12% of a household's monthly income. If natural gas is the primary heating source, natural gas and electric bills are fixed at 6% of household monthly income for each. If electric is the heating source, the bill is fixed at 10% of household monthly income.

To qualify for PIPP Plus, household income must be at or below 150% of the federal poverty level. These levels can be found on the Ohio "Energy Assistance Program Application." In addition, the household must have service through a private utility company for heating. The HEAP application also serves as the PIPP Plus application. The PIPP Plus application is an optional part of the HEAP application and a mandatory part of the E-HEAP application.

Arrearages owed to the utility company will be cancelled after 24 months of making PIPP Plus monthly payments in a timely manner. If the household becomes ineligible for PIPP Plus based on increased income or otherwise wishes to discontinue participation in PIPP Plus, the arrearages which accumulated while making PIPP Plus payments will be cancelled after 12 months by making transition, budget, or regular payment amounts to the same utility company (80% cancelled if switched service to a different utility company) in a timely manner.

PIPP Plus payments may exceed regular monthly utility payments. If you pay less than a yearly average of 10-12% of household income to natural gas and electric each month, you will pay more by enrolling into PIPP Plus.

SCP The Summer Crisis Program is another special part of HEAP which provides a one-time payment of up to \$175 for HEAP-eligible households between June 1st and August 31st. The eligibility is the same as HEAP, except at least one household member must either be over the age of 60 or have a medical necessity for assistance documented by a physician. In addition, the payment must result in either service continuation for at least 30 days or the purchase of a fan or air conditioning unit. Only one purchase under the program in a three-year period is permitted. The application process is the same as E-HEAP / WCP.

WATER DISCOUNT The Cleveland Division of Water offers two assistance programs—the Homestead Program and the Water Affordability Program. The Homestead program provides a reduced bill for homeowners age 65 or older with a household income of under \$29,500 per year. Applications can be obtained by calling 216-664-3130 and are also online at www.clevelandwater.com/Resident/discountprograms.aspx. The Water Affordability Program, administered by Cleveland Housing Network provides, a 20% discount to homeowners with income below 175% of the Federal Poverty Level. Applications can be obtained by calling 216-774-2396. Households can only utilize one of the two discount programs at a time.

OTHER UTILITY ASSISTANCE RESOURCES In addition to these programs, the following organizations and those listed above under E-HEAP may have utility assistance available:

Catholic Charities Health and Human Services
7911 Detroit Ave
Cleveland, OH 44102
Phone: 216-334-2907

Lakewood Christian Service Center
14230 Madison Avenue
Lakewood, OH 44107
Phone: 216-226-6466

Consumer Protection Association
3030 Euclid Ave
Cleveland, OH 44115
Phone: 216-881-3434

United Way of Greater Cleveland
1331 Euclid Ave
Cleveland, OH 44115
Phone: 216-436-2000 or dial 211

Cuyahoga County Family and Children First Council
1801 St. Clair Ave
Cleveland, Ohio 44114
Phone: 216-698-2875

The Salvation Army of Greater Cleveland
2507 E 22nd St
Cleveland, Ohio 44115
Phone: 216-623-7438

Cuyahoga County Veterans Service Commission
1849 Prospect Ave, Ground Floor
Cleveland, Ohio 44115
Phone: 216-698-2600

The Spanish American Committee
4407 Lorain Ave
Cleveland, OH 44113
Phone: 216-961-2100

As always, if you have any questions or need assistance, please call 216-228-8850.